NC COVID-19 RESPONSE: HOW TO SUBMIT A HELP DESK CASE (PROVIDERS)

This guide provides steps for submitting a Help Desk case as a Healthcare Provider in the State of North Carolina's COVID-19 Vaccine Management System (CVMS).

How do I create a Vaccine Provider account with the CVMS Help Desk?

Step 1: Register within the CVMS Help Desk Portal

- Navigate to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.
- Select "LOGIN" in the top-right-hand corner of the Navigation ribbon. Select "REGISTER" on the left-hand side of the Login page. Complete the Customer Registration form. Required fields include first name, last name, business email and Terms & Conditions.

Step 2: Receive a Help Desk User ID and Temporary Password via Email

- An email will be sent to the provided email address with a Help Desk User ID and temporary password.
- Return to the CVMS Help Desk Portal homepage and select "LOGIN" from the Navigation ribbon. Log in with these credentials.

Step 3: Set a Permanent Password

- After logging into the CVMS Help Desk Portal with a temporary password, follow the system prompts for setting a permanent password.
- Save this User ID and permanent password for future use when logging into the CVMS Help Desk Portal.

How do I submit a CVMS Help Desk case as a Vaccine Provider?

Step 1: Navigate and Login to the CVMS Help Desk Portal

- Navigate to the CVMS Help Desk Portal homepage. Select "LOGIN" from the Navigation ribbon. Log in using Help Desk-specific User ID and Password.

Step 2: Submit a Help Desk Case Using the "Vaccine Provider" Tile

- From the Help Desk Portal homepage, select "VACCINE PROVIDER" to view the Provider Landing Page.
- Select "GET HELP" to view the Vaccine Provider intake form. Fill out all required fields.
- The first time that a provider submits a case, the **Provider Organization** field will populate as "**Generic Vaccine Provider**." Providers fill out the name of their primary Provider Organization in the field below. A return user will see that the name of the organization that they wrote into the first ticket now appears in the auto-filled Provider Organization field, replacing "Generic Vaccine Provider." Users can submit a ticket for this primary provider organization or for a secondary provider organization.
- Within the Request Information section, open the drop-down field labeled "REQUEST TYPE," and select the appropriate request type from the options. Then, use the "DESCRIPTION OF REQUEST" free-text field to provide more details about your issue or request.

Step 3: Track Changes Made to the Case and Provide Additional Information, If Requested

- Once you select "SUBMIT" on the intake form screen, you will be directed to a confirmation screen with the case ID number. Communications from the Help Desk agent assigned to your case will arrive via email.
- To view the status of your case(s) in the future, log in to the CVMS Help Desk Portal and select "MY LISTS" from the Navigation ribbon.

Where can I go for more information?

For additional information, please view the COVID-19 Resource Page.

Key resources include:

- Upcoming training schedule (CVMS Provider Portal 202 is recommended for training on CVMS vaccine administration)
- Training repository for Providers : User Guides, Job Aids and Training Recordings

To speak to a live agent, please contact:
Provider Help Desk Phone Line
1-877-873-6247

Hours of Operation
M-F: 7 am – 7 pm (EST)
Sa-Su: 8 am – 4 pm